DOIT MASTER AGREEMENT NUMBER: B-03-006	DOIT APPROVAL DATE: 10/1/2003

VENDOR NAME: SBC SNET | **FEIN: 06-054-26-46**

SERVICE/PRODUCT NAME: Local Exchange Service: Digital Trunks (provisioned over T1)- Basic Multipath

SERVICE/PRODUCT DESCRIPTION:

SBC SNET Basic Multipath service is a trunk-side switch-to-switch connection and provides digital service to a PBX using T1 technology.

Multipath trunks:

- Terminate directly into a T1 switch port
- Transmit signals two-ways, so all channels receive and generate calls
- Allow EM Signaling, or two-state, on hook/ off hook signaling

Multipath Trunks access the Public Switched Telephone Network (PSTN) using a Digital Transmission Loop Arrangement (DTLA). The DTLA is a DS1 digital span, or a T1 facility that transports basic analog circuits up to a rate of 1.544 Mbps. The T1 can handle 24 voice conversations or channels over a single, four-wire or fiber optic cable.

Terminates into a Central Office Digital Switch

Basic Multipath trunks provisioned over T1 terminate directly into a digital switch port in the SNET Central Office. A digital trunk card capable of handling a T1 signal replaces the individual line cards found in analog PBX systems. With Multipath, the PBX does not need expensive conversion cards to convert the analog signals from SBC SNET's access lines to digital signals. The paths connect directly into the T1 instead of on D4 channel banks so the PBX transmits higher quality voice and data signals.

Please note: Trunk side termination in the central office switch makes line side features unavailable, including:

- Detailed tolled billing
- Vertical Features (e.g. call waiting, caller ID, call forwarding and Calling Party Number)
- Night Numbers
- Outbound Call Identification.

Transmits Signals Two Directions

Multipath trunks can be programmed as incoming and outgoing calls using Direct Inward Dial (DID) or Non-DID trunks. Digital Trunks create two-way trunks by combining Direct Inward Dial (DID) and Direct Outward Dial (DOD) trunks into groups with blocks of DID numbers handling bi-directional traffic, or two-way transmissions.

Signals Efficiently

Basic Multipath uses both EM Signaling and Dual Tone Multi-Frequency (DTMF) pulsing, or touchtone dialing. Two wires, called EM leads, carry signals between the PBX and the trunk. The EM leads provide your PBX efficient on hook/ off hook signaling, or EM Signaling. Digital Trunks are restricted to EM Signaling and DTMF pulsing because Dial Pulse, or Data Processing (DP) pulsing frequently delays calls that originate from the PBX, and most PBXs are incapable of using Multi-Frequency (MF), or network version pulsing.

Digital trunking components include:

- Twenty-four exchange trunks which are flat priced, including standard one-way and combination type trunks.

- The T1 transport from your serving telephone company wire center to your location.
- DID service and DID telephone numbers are incremental to Digital Trunks.

Features/Functions

- **Digital transmission** - Direct Inward Dialing and Direct Outward Dialing on the same facility provides cost savings
- **Local & LD Access** on the same facility
- **Multiple Hunting Schemes** are available to allow custom routing of calls
- **24 Digital Channels –** Digital Trunks use a T1 transport facility as the transmission path from your PBX to our Central Office. Each T1 provides 24 digital channels capable of receiving and generating calls.
- **EM Signaling -** Two wires, called EM leads, carry signals between your PBX and the trunk providing your PBX efficient two-state on-hook/ off-hook signaling called E M signaling. E M signaling connects calls by "listening" for a free trunk just like a PBX operator used to do before we had automatic PBXs.
- **Direct Connection to the T1 –** Digital Trunks terminate directly on a T1 digital switch port instead of on several D4 channel banks. With Digital Trunks terminating directly on a T1 switch port, you save money and experience higher quality transmissions because signals are not degraded as they pass through the channel bank.
- **Two-way Transmission -** With this feature, your employees spend less time waiting for open phone lines and more time on productive activities. Each digital channel may accommodate two-way transmissions - receive and generate calls. Two-way transmissions allow to you use fewer trunks while handling more calls, so your PBX, and consequently your office, operates more efficiently than with one-way in/ one-way out trunks.

SERVICE LEVELS:

Installation Intervals

Less than 10 lines = 15 business days
10 or more lines = Individual Case Basis

Routine Repair Intervals

Response time = Less than 1 hour
Repair Resolution time = 5.5 hours or less

Repair Service Level Definitions:

Repair Response is the time elapsed between when SNET receives a report of a problem or otherwise becomes aware of a problem, and the time that SNET responds to the end user or other designated contact to verify the problem. It is calculated during a measurement period as an average time (expressed in hours and minutes of the Repair Response intervals) for all problems related to a particular network service for the State's entire network.

Repair Resolution Time means the elapsed time between when the State notifies SNET of a problem, and the time that SNET restores service and such service is acceptable to the State. It is calculated during a measurement period and is expressed as an average time (expressed in hours and minutes of the Repair Resolution intervals) for all problems of a particular network service for the State's entire network.

SERVICE AVAILABILITY/LIMITATIONS:

See Service Availability spreadsheet

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A 2% credit will be issued monthly against the items ordered from this Product Schedule per the SBC SNET Master Agreement

Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Initial Conversion: Non-Recurring Unit Cost*	Post-Conversion: Non-Recurring Unit Cost	Recurring Monthly Cost
Add	08/14/03	10/01/03	1		Basic Multipath: Rural Zone	T-1	$875.00	$875.00	$822.00
Add	08/14/03	10/01/03	2		Basic Multipath: Suburban Zone	T-1	$875.00	$875.00	$774.00
Add	08/14/03	10/01/03	3		Basic Multipath: Urban Zone	T-1	$875.00	$875.00	$517.00
Add	08/14/03	10/01/03	4		Basic Multipath: Metro Zone	T-1	$875.00	$875.00	$491.00
Add	08/14/03	10/01/03	5	9ZCP1	Federal Subscriber Line Charge	T-1	$0.00	$0.00	$34.40
Add	08/14/03	10/01/03	6	T2J1X	DID Trunks over Basic Multipath	trunk	$0.00	$0.00	$0.00
Add	08/14/03	10/01/03	7	KM1	DID C.O. Equipment- 1st trunk	loc	$0.00	$0.00	$12.75
Add	08/14/03	10/01/03	8	KM2	DID C.O. Equipment- Add'l trunk	trunk	$0.00	$0.00	$12.75
Add	08/14/03	10/01/03	9	T2DOX	1- Way Out Trunks over Basic Multipath	trunk	$0.00	$0.00	$0.00
Add	08/14/03	10/01/03	10	T1DIX	1- Way In Trunks over Basic Multipath	trunk	$0.00	$0.00	$0.00
Add	08/14/03	10/01/03	11	T2DCX	2- Way Trunks over Basic Multipath	trunk	$0.00	$0.00	$0.00
Add	08/14/03	10/01/03	12	RS1	DID Numbers ($.46 ea sold in blocks of 20)	20 TNs	$0.00	$0.00	$9.20
Add	08/14/03	10/01/03	13	HRK	Hunting feature per line / trunk	trunk	$0.00	$0.00	$2.84
Add	08/14/03	10/01/03	14	JZ25X	Interoffice Mileage -per mile (if provisioned from non-serving wire center)	mile	$0.00	$0.00	$30.00
					* NRC applies to new SNET services only				